

Patient and Family Engagement

2017/2018 In the Numbers

Alberta Children's Hospital (ACH) recognizes the value in engaging Patient and Family Advisors (PFAs) to improve the quality and safety of the healthcare system and the patient and family experience. This annual report provides a summary of how our PFAs have been engaged at the hospital.

2910

of Patient and Family Engagement Volunteer Hours

26

Child and Youth Advisory Council (CAYAC) Members

28

Family Advisory Council (FAC) Members

NEW!

26

Youth Transition Advisory Patient and Family (TAC) Council Members

"Working with the youth and families (in TAC) has enriched the transition tools beyond what I had expected. They are so open and honest in their feedback that I really look forward to our consults."

- S. Libbey, Project Manager

"The input we received from the FAC directly impacted how we chose to message to families as well as staff about a new initiative in the hospital to support families. This input not only changed the course of our work, rather it was the foundation for what was created for this project." T. Seefried, STEP Team member

"Communicating to teenagers is so important, and when people come to us with a consult looking for support to do this, it gives me a sense of accomplishment and hope." - Child and Youth Advisory Council Member

229

Patient and Family Centred Care (PFCC) Network Members

37

of requests sent for Input/Feedback

Sharing Engagement Opportunities and Highlighting Engagement Successes



921 PFCC e-newsletter subscribers

Preparing Advisors to Participate in Quality Improvement Projects

22

Advisors completed the Alberta Health Service Improvement Way (AIW) Fundamentals Course

Integrating Patient & Family Advisors into ACH Education



- Environmental Services Department (Housekeeping & Porters)
- ACH Mount Royal Nursing Practicum Students
- NICU PFCC 101 for Nurses

"I loved that the presentation was presented by parents that have experience and have a deeper understanding of these topics."

- MRU Practicum Student

Patient and Family Engagement

2017/2018 In the Numbers cont...

25 Patient and Family Advisors on Organizational Committees/ Projects

- ACH ACHEWS Steering Committee (1)
- ACH Complex Airways Project Comm. (1)
- ACH Ethics Committee (5)
- ACH PFCC Evaluation Committee (1)
- ACH HOT PFCC Steering Committee (4)
- ACH Master Site Planning Committee (1)
- ACH NICU Parent Partnership in Care Comm. (3)
- ACH Pain Committee (2)
- ACH Transgendered Committee (1)
- Calgary Zone (CZ) Long Term Planning Comm. (1)
- CZ Neonatal Quality Assurance Comm. (1)
- CZ Early Pregnancy Loss W/G (1)
- MNCY SCN Child & Youth Standing Comm. (1)
- Respiratory Health SCN (1)

Partnering with Patient and Family Advisors in Special Events

- 5 Advisors facilitated sessions at the 2017 AHS Quality and Safety Summit
- 1 Advisor sponsored to attend the 2017 CAPHC Conference in Montreal

“Having a Youth Advisor on the Master Planning Project Committee helped us gain support to explore potential solutions that sometimes had been challenged with pre-conceived notions historically. This allowed for the project team to have greater ability to be creative in solutions they explored.”

- L. Seidler, Master Site Planning Project Manager

35 Patient and Family Advisors participating on ACH/AHS Working Groups

Examples: Advisor Honoraria, Clinical Information System Evaluation, Guidelines for Neonatal Abdominal Surgery, Hand Hygiene, Healthcare 101 Content Development Team, Medical Assistance in Dying Mature Minor Expert Panel, Memento Brochure for Families of Deceased Children, PFCC Week 2017, Youth Self-Efficacy with Sexual Health and Decision Making.

Bedside Connections

- 166** Visits on Unit 3 (42 shifts)
- 37** Visits in the NICU (11 shifts)
- 2** New Volunteers Trained



NEW!

Hospitality Role

- 4** Volunteers
- 222** Family Guides Distributed

FAMILY TO FAMILY Connections

- 35** New One to One Connections
- 52** Peer Mentor Facilitated or Co-Facilitated Sessions
- 10** New Volunteers Oriented
- 90** Current Family to Family Connections (F2Fc) Volunteers

